GOVERNENT OF ANDHRA PRADESH

ABSTRACT

Consumer Affairs – Consumer Protection Act, 2019 – Constitution of District Consumer Protection Councils in the State of A.P--Orders – Issued.

CONSUMER AFFAIRS,FOOD & CIVIL SUPPLIES (CS-II) DEPARTMENT.

G.O.MS.No:10 Dated:02.05.2022.

Read the following:

1.Consumer Protection Act,2019 (35 of 2019)

2. From the Commissioner of Civil Supplies, Ref.No.CAII/ E1281042/SCPC/2020 dt.18.11.2020 & 15.04.2021.

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ORDER:

As per the provisions in Chapter-II section 8 of the Consumer Protection Act, 2019, State Government shall establish a District Consumer Protection Council to be known as District Council for the District by issuing a notification, with effect from such date as it may specify in such notification. Therefore, the Commissioner of Civil Supplies in the proposal 2nd read above has requested the Government to issue orders afresh constituting the District Consumer Protection Council (DCPC) in the Districts as per Secs.8 and 9 of new Consumer Protection Act, 2019 duly consisting of the following members and terms and references mentioned therein since the Consumer Protection Act, 1986 (68 of 1986) was repealed.

2. After careful examination of the matter and as per provisions under Sections 8 and 9 of the Consumer Protection Act, 2019, the Government here by order for Constitution of the District Consumer Protection Council (DCPC) with the following official members in all Districts under the Chairmanship of District Collector:

3. There shall be 10 (ten) non-official members to be nominated in each District. Till the non-official members are nominated for each District, the Chairman may invite active Consumer Voluntary Organizations and Non-Governmental Organizations as Special invitees to participate in the meetings.

4. The **District Council** shall be an advisory council and work for promotion and protection of consumer rights under Consumer Protection Act,2019 as mentioned below.

(i) the right to be protected against the marketing of goods, products or services which are hazardous to life and property;

(ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;

(iii) the right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;

(iv) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;

(v) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and

(vi) the right to consumer awareness

5. The discussion during the meetings of **District Council** should be focused on the consumer subjects to protect them like –

a) Delivery of goods at correct weights and measures duly stamped by the concerned Department;

b) Quality of food grains/edible oils being sold;

c) Sufficiency of public transport, charges levied, stopping at the specified stages and also on request;

d) Services provided by Telecom Departments/Organizations including settlement of bills, fault repairs and shifting of phones on request;

e) Issue of bills by traders/service providers to all the consumers;

f) Satisfactory services by Municipality with reference to sanitation, maintenance of roads and supply of safe drinking water;

g) Timely recording of meter readings, giving correct bills and redressal of complaints in respect of Power Distribution Companies;

h) Redressal of public grievances by the public utilities etc.

6. The term of **District Council** shall be **3 (Three years)** from the date of constitution DCPC.

7. The **District Council** shall meet as and when necessary but not less than two meetings shall be held every year.

8. The **District Council** shall also meet at such time and place within the district as the Chairman may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed by the State Government or till such time adopted by the Chairperson.

9. The Member-Convener shall send the minutes of the meetings conducted to the Government and initiate follow up action on the resolution of the **District Council**.

10. A copy of this order is available at apegazette.cgg.gov.in

(BY ORDER AND IN THE NAME OF GOVERNOR OF ANDHRA PRADESH)

M.GIRIJA SHANKAR
EX.OFFICIO SECRETARY TO GOVERNMENT

To

The Commissioner of Civil Supplies, AP, Vijayawada.
The Director of Civil Supplies, AP, Vijayawada.
The Commissioner , Printing and Stationery (Printing Wing) with a request to publish the same in the extraordinary Gazette.
All the District& Joint Collectors.
The District Supply Officers in the State of A.P.
The State Transport Authority, A.P.
The Director of Medical & Health Services, A.P.
The Director, Institute of Preventive Medicine, A.P.
The Managing Director, APSRTC.
The Power Distribution Company, A.P.
The Commissioner of Agriculture, A.P
The Commissioner of Commercial Taxes, A.P.
All the Municipal Commissioners of Municipal Corporation.
The Special Secretary to Chief Minister
The PS toMinister(CS).
Copy submitted to:
The Secretary to GOI, Ministry of CAF&PD, Dept. of Consumer Affairs, Krishi Bhavan, New Delhi.
Stock file/spare.

//FORWARDED BY ORDER//

SECTION OFFICER

ANNEXURE

(GOMS NO.10, CAF & CS (CS-II) DEPARTMENT, DATED:02 -05-2022)
COMPOSITION OF MEMBERS OF DISTRICT CONSUMER PROTECTION COUNCIL)

Sl.No	**Name/Designation**	**Membership**
01	District Collector	Chairman
02	Joint Collector	Member/ Vice Chairman
03	Dy. Commissioner, RTA	Member
04	District Medical & Health Officer	Member
05	Assistant Controller/Dist. Inspector,	Member

	Legal Metrology	
06	Food Inspector, Dept. of Preventive Medicine	Member
07	Regional Manager/Dist.Manager, APSRTC	Member
08	Superintending Engineer, Power Distribution Corporation	Member
09	Superintendent Engineer, Rural Water Supplies	Member
10	Dy. Commissioner, Commercial Taxes Concerned	Member
11	Commissioner of Municipal Corporation / Municipality	Member
12	District Supply Officer	Member/ Convener

M.GIRIJA SHANKAR
EX.OFFICIO SECRETARY TO GOVERNMENT